

**NOTICE**

There is a job vacancy with the **BAY COUNTY FRIEND OF THE COURT**

JOB TITLE: **SUPPORT ANALYST (Full-Time)**

RATE OF PAY: **\$12.12 / hour, progressing to \$15.38 after 3 years (TC06)**

GELC union-represented position

GENERAL SUMMARY: Under the direct supervision of the Friend of the Court Director, performs a variety of responsible account and record keeping activities requiring the application of clerical and math skills and the ability to interpret and implement court documents with regards to support; also performs in-depth investigative tasks regarding the enforcement of processing support orders. This employee assists clients with all support issues pertinent to their case.

**TYPICAL DUTIES:**

- Assists, meets, and responds in a timely manner by mail, email, fax, and/or in person regarding all support issues pertinent to their case, Friend of the Court procedures, and the legal system as required by statute;
- Establishes, analyzes and modifies support accounts as required to ensure compliance with court orders;
- Reviews accounts to determine accuracy of balances;
- Reviews caseload alerts on a daily basis and takes appropriate action; reviews a variety of computer-generated reports;
- Analyzes eligible cases to determine if enforcement shall commence including reviewing case history and prior enforcement activity;
- Sets prehearing conferences and Orders to Show Cause for the enforcement of support and processes paperwork related to same;
- Communicates with a variety of governmental / private agencies and businesses to locate clients and to verify both income/assets and public assistance status. Utilizes resource tools, including but not limited to internet services and locating software, to assist in the process of obtaining essential information of clients;
- Gathers information and prepares petitions / ex-parte orders;
- Records notes of all actions taken and all communications from and with the clients and maintains the clients' demographics on the Statewide computer system;
- Participates in group meetings for discussion and/or direction on various support issues;
- Operates a variety of office equipment, including, but not limited to personal computers and related hardware/software, calculators, copy/scanner machines, shredders and facsimile machines;
- Performs other related duties as assigned.

**QUALIFICATIONS:**

Education: Bachelor's degree from an accredited college or university is preferred; with emphasis on business, math and accounting skills, word processing and other software applications;

Experience: Have three (3) years office experience in a court, law office or closely-related setting.

Skills: Knowledge of computer information systems, including Microsoft Windows and Microsoft Office applications; Knowledge of basic clerical practices and techniques; Understanding of the Michigan Child Support Formula; Ability to perform complex and standardized math computation and record keeping; Ability to read and accurately interpret various legal and court-related documents; Ability to make routine decisions in accordance with office policies and procedures; Ability to follow both oral and written instructions; Ability to establish and maintain *effective* working relationships with supervisors, co-workers and the general public; Ability to communicate effectively both verbally and written;

Make application online at [www.baycounty-mi.gov](http://www.baycounty-mi.gov) or in person/US Mail to the Bay County Friend of the Court, PO BOX 831, Bay City, MI 48707-0831, in writing, no later than **4:00 p.m., Friday October 12, 2012.**

**AN EQUAL OPPORTUNITY EMPLOYER**

"BAY COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF DISABILITY STATUS IN ADMISSION OR ACCESS TO, OR TREATMENT OF EMPLOYMENT IN, ITS PROGRAMS AND ACTIVITIES."